

**6.9.2.6 Storage of Training Materials**

All training materials shall be provided to the State in electronic media diskette, in a software version specified by CDSS. For ongoing training after conversion is complete, the Contractor shall provide camera-ready copies of all printed training materials to the State in sufficient quantities for distribution to the counties as needed.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Description (if any): \_\_\_\_\_

**6.9.3 Retailer Training**

Retailer training encompasses training retailers accepting EBT-only POS equipment, non-traditional FNS retailers (e.g., group living facilities, route vendors, farmers' markets), retailers driving their own terminals, Third Party Processors, as well as those participating only in cash EBT. The Contractor shall provide training materials for retailers in English and Spanish. The State must approve all training materials in advance of production. At a minimum, the training material shall include: instructions for installation and operation of EBT-only POS equipment, a video prepared by the Contractor, an overview of key points in retailer training (settlement, complaint process, problem resolution, liability issues), and manual transaction processes for FSP transactions. The Contractor shall provide a Retailer Operations Manual for distribution to all retailers participating in EBT.

For traditional retailers, training materials shall be mailed; additional support shall be provided through the toll-free customer service number. Face-to-face training shall be provided upon request of the retailer when other avenues have been exhausted.

For non-traditional POS operators such as group living facilities, route vendors, and farmers' markets the Contractor shall participate with the CWD in providing face-to-face training covering an overview of EBT, in addition to the training in terminal installation and operation to be provided to all retailers.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Reference Document: \_\_\_\_\_ Page(s) \_\_\_\_\_

Description: \_\_\_\_\_

**6.9.4 State and County Staff Training**

The Contractor shall provide training and training materials for State and county staff. The Contractor shall conduct the initial training prior to implementation in each county. After the initial training, ongoing training will be the responsibility of the county or State. The Contractor shall provide training for State and county staff when changes are made to the EBT system that affect State or county operations.